



Australian Government

Assessment Requirements for PSPGEN096 Use workplace communication strategies

Release: 1

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Modification History

Supersedes and is not equivalent to PSPGEN019 Use workplace communication strategies.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least two occasions:

- take part in interpersonal exchanges of information, with some awareness of different registers and strategies for interaction
- clarify meaning, explore issues and problem solve
- use information in graphic, diagrammatic, or visual form
- use communication technology including telephones, answering machines/voicemail and computers with audio, presentation software
- use available methods of digital communication in a workplace context including email and instant messaging
- apply organisation security and privacy protocols in communications.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- principles of effective communication, including:
 - active listening
 - body language
 - conflict resolution
 - methods for conveying information clearly and concisely, oral and written
 - open and closed questioning
 - verbal and non-verbal cues
 - voice tonality
- organisational processes, hierarchy and formal communication channels
- organisational meeting formats and protocols.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- organisational protocols for workplace communication

- resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>